



CREDIT UNION DEPARTMENT

Harold E. Feeney
Commissioner

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Deputy Commissioner

2018 CREDIT UNION DEPARTMENT SATISFACTION QUESTIONNAIRE

In March, the Department announced its twenty-third annual customer satisfaction questionnaire. This is the eighth time state-chartered credit unions were asked to provide their opinions electronically.

Each Texas-chartered credit union received a link to the online annual questionnaire. The questionnaire gathered information from credit unions regarding the quality of service delivered by the Department as required by Chapter 2114 of the Government Code.

Completion of the electronic survey was voluntary and anonymous. Out of the **186** credit unions provided the opportunity to complete the survey, **95** completed the online questionnaire for a response rate of **51 percent**. This compares to a **48 percent** response rate in **2017** and a **59 percent** response rate in **2016**.

In the following pages, the results of the survey are detailed. Charts are provided to show how credit unions as a whole responded to each question. Tables are also provided to break out those responses by credit union asset size.

**CREDIT UNION DEPARTMENT
STATE CHARTERED CREDIT UNION SATISFACTION SURVEY
CURRENT VS. PREVIOUS RESULTS**

	<u>2018</u>	<u>2017</u>	<u>2016</u>
Number of Survey Questionnaires Mailed	186	186	184
Number of Responses Completed	95	90	109
Percentage of Credit Unions Completing Survey	51%	48%	59%
Number of Credit Unions Providing Written Comments	40	45	58
Percentage of CUs that Believe the Department Provides Quality Service	96%	94%	97%

INTERACTION WITH DEPARTMENT

INTERACTION WITH DEPARTMENT

Department Staff is Generally Accessible

Customer Responses

Strongly Agree	80
Somewhat Agree	9
Neither Agree or Disagree	4
Somewhat Disagree	0
Strongly Disagree	2

Department Staff Provides Timely and Accurate Feedback/Answers

Customer Responses

Strongly Agree	77
Somewhat Agree	12
Neither Agree or Disagree	3
Somewhat Disagree	1
Strongly Disagree	2

Overall, Department Staff is Responsive to My Needs

Customer Responses

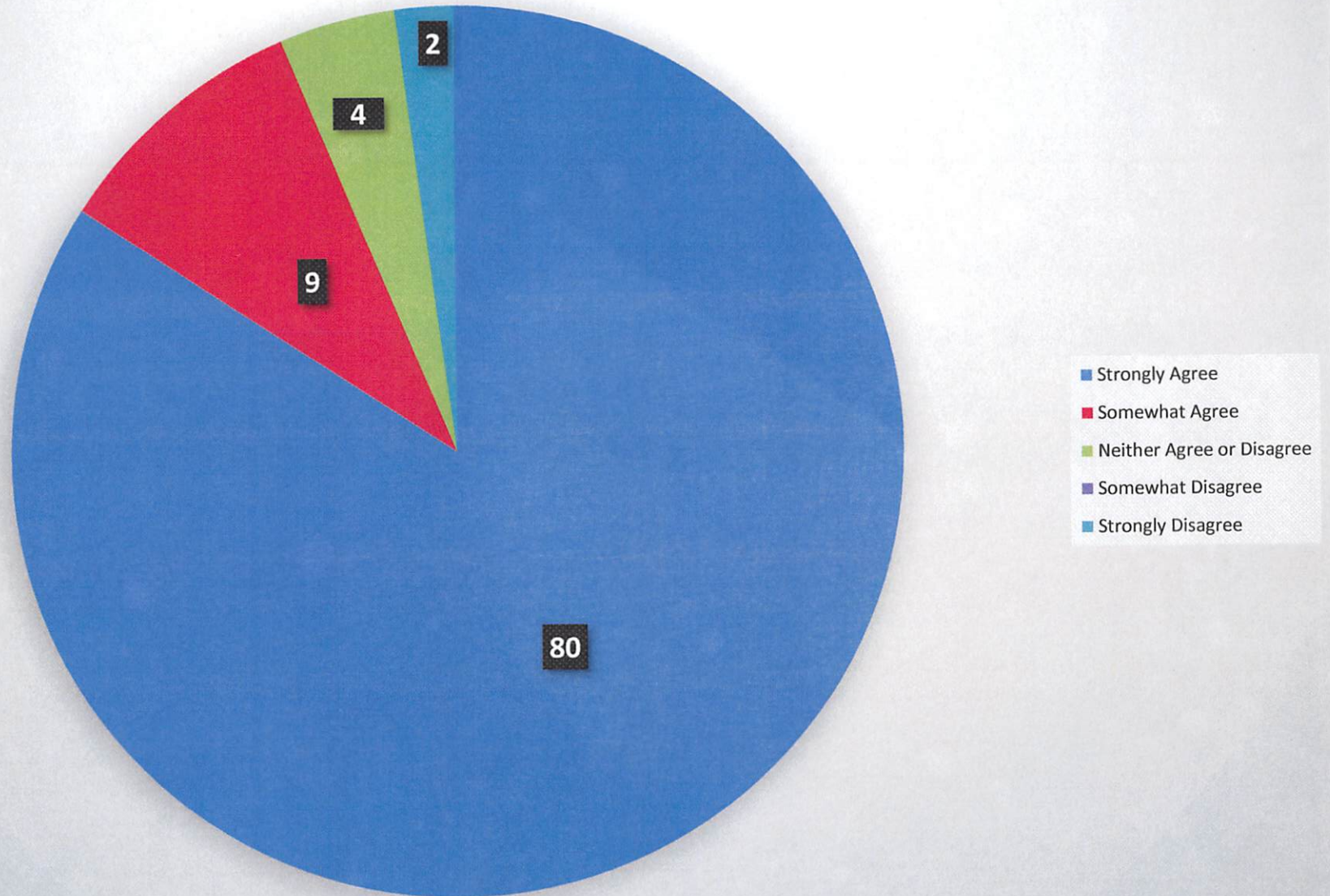
Strongly Agree	81
Somewhat Agree	8
Neither Agree or Disagree	3
Somewhat Disagree	1
Strongly Disagree	2

Overall, My Credit Union's Communication with the Department is Satisfactory

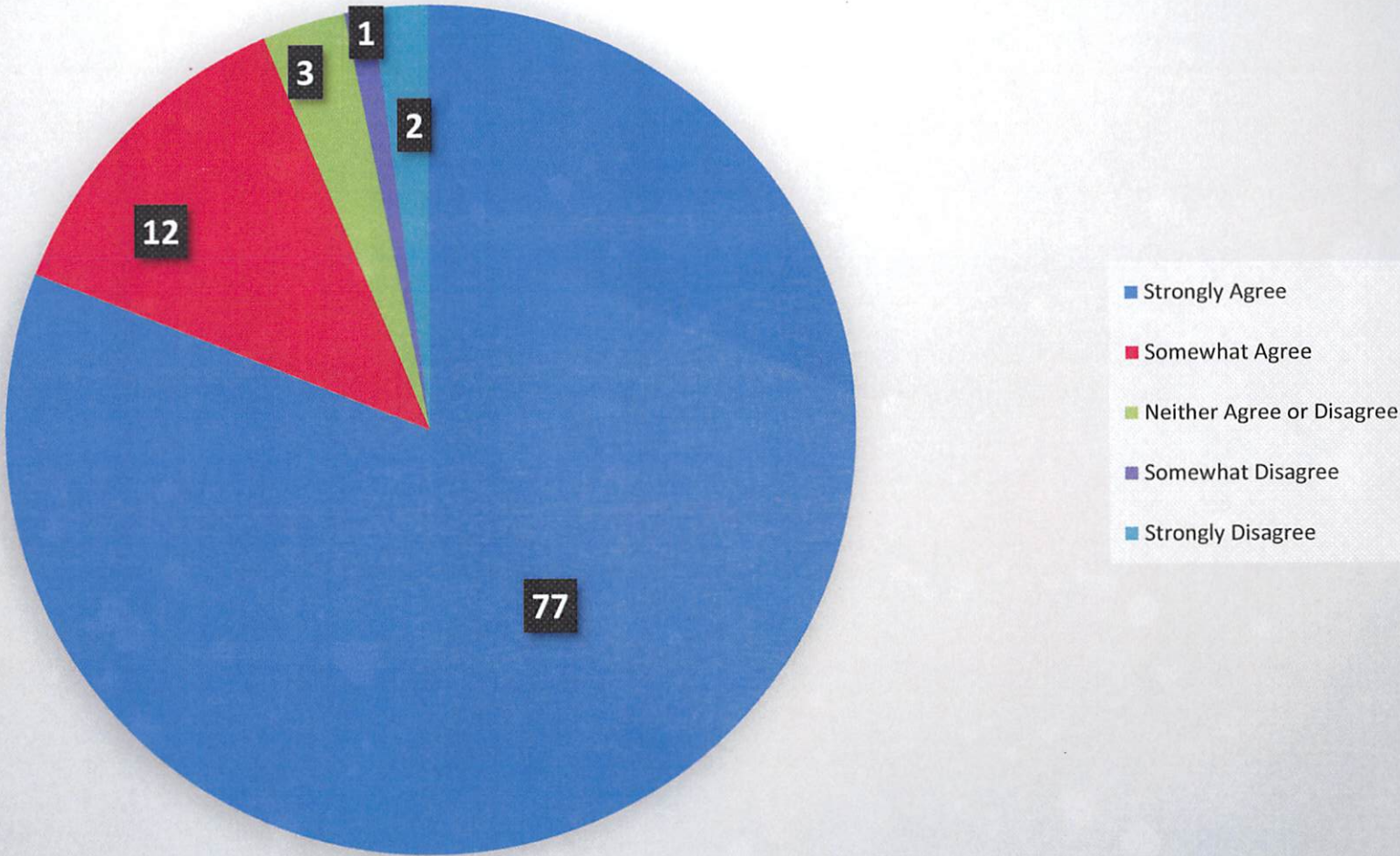
Customer Responses

Strongly Agree	79
Somewhat Agree	10
Neither Agree or Disagree	2
Somewhat Disagree	1
Strongly Disagree	3

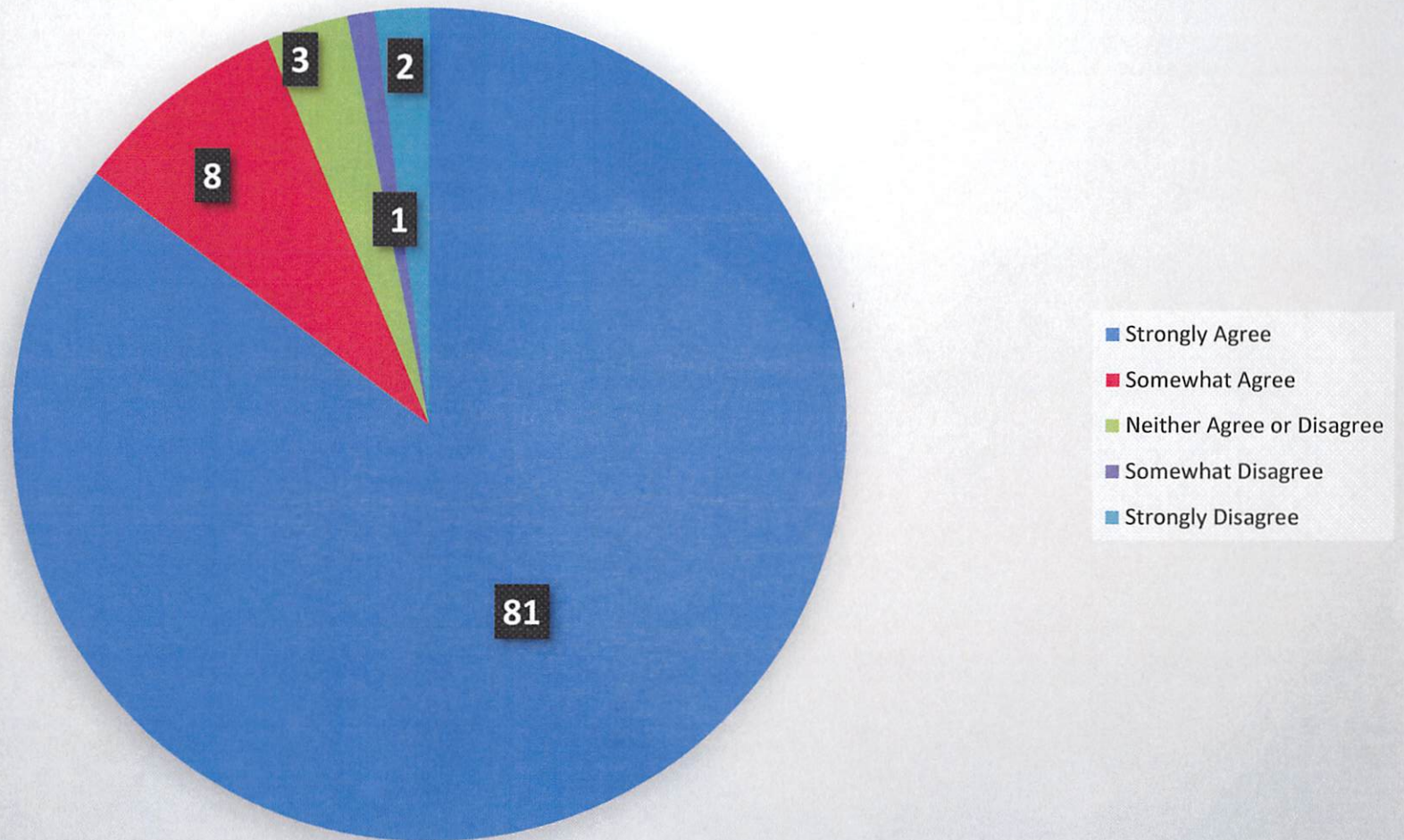
Department Staff is Generally Accessible



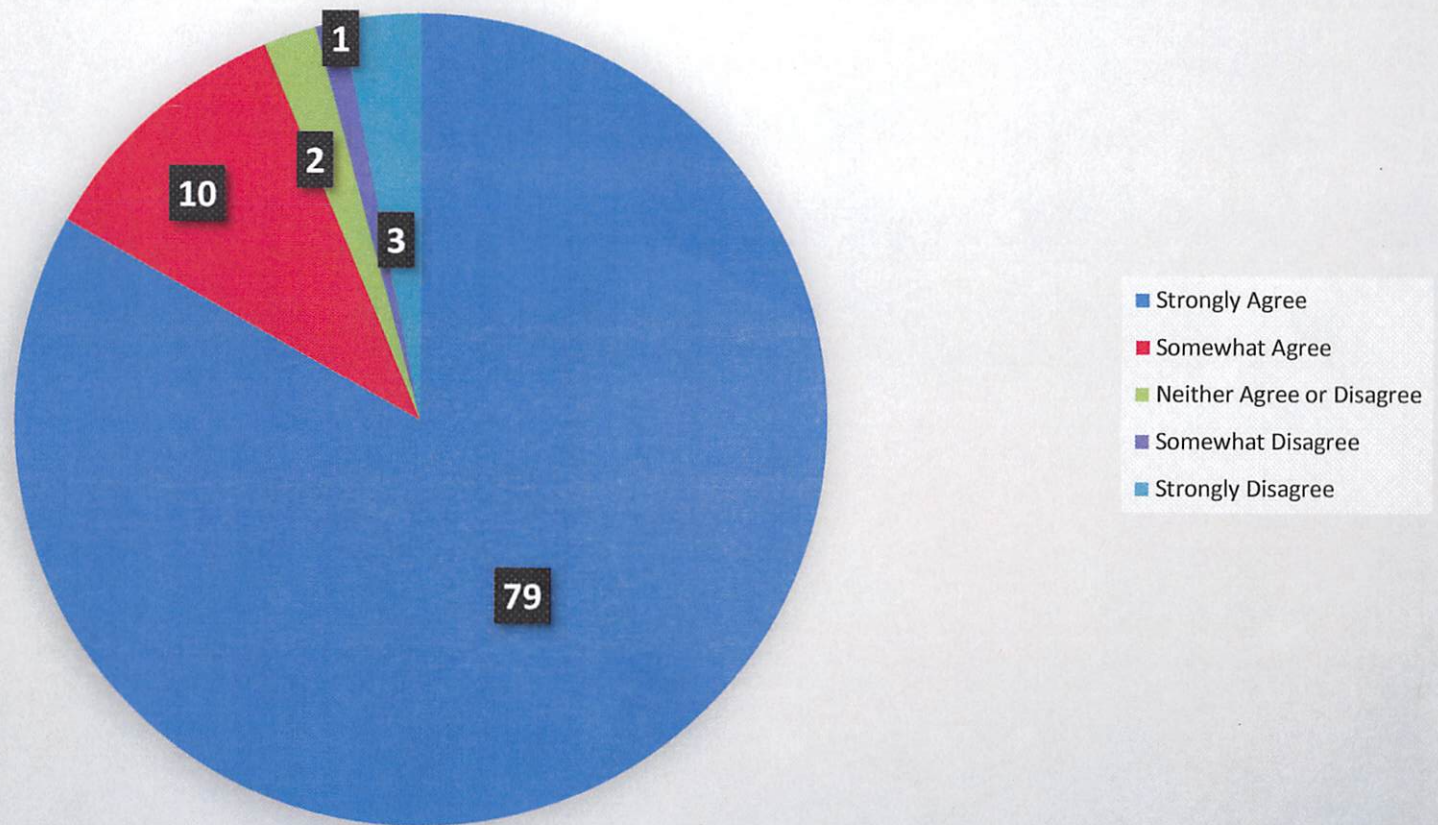
Department Staff Provides Timely and Accurate Feedback/Answers



Overall, Department Staff is Professional and Responsive to My Needs



Overall, my Credit Union's Communication with the Department is Satisfactory



COMMUNICATION WITH DEPARTMENT

COMMUNICATION WITH DEPARTMENT

Have you Corresponded with the Department About a Member Complaint within the Last 12 Months?

Customer Responses

Yes	34
No	61
Skipped Question	0

Request for Information were Reasonable

Customer Responses

Strongly Agree	31
Somewhat Agree	2
Neither Agree or Disagree	0
Somewhat Disagree	1
Strongly Disagree	0
Skipped Question	61

Complaint(s) are Handled in a Professional Manner by the Department

Customer Responses

Strongly Agree	33
Somewhat Agree	1
Neither Agree or Disagree	0
Somewhat Disagree	0
Strongly Disagree	0
Skipped Question	61

The Department's Conclusion(s) were Based on a Reasonable Interpretation of Applicable Law

Customer Responses

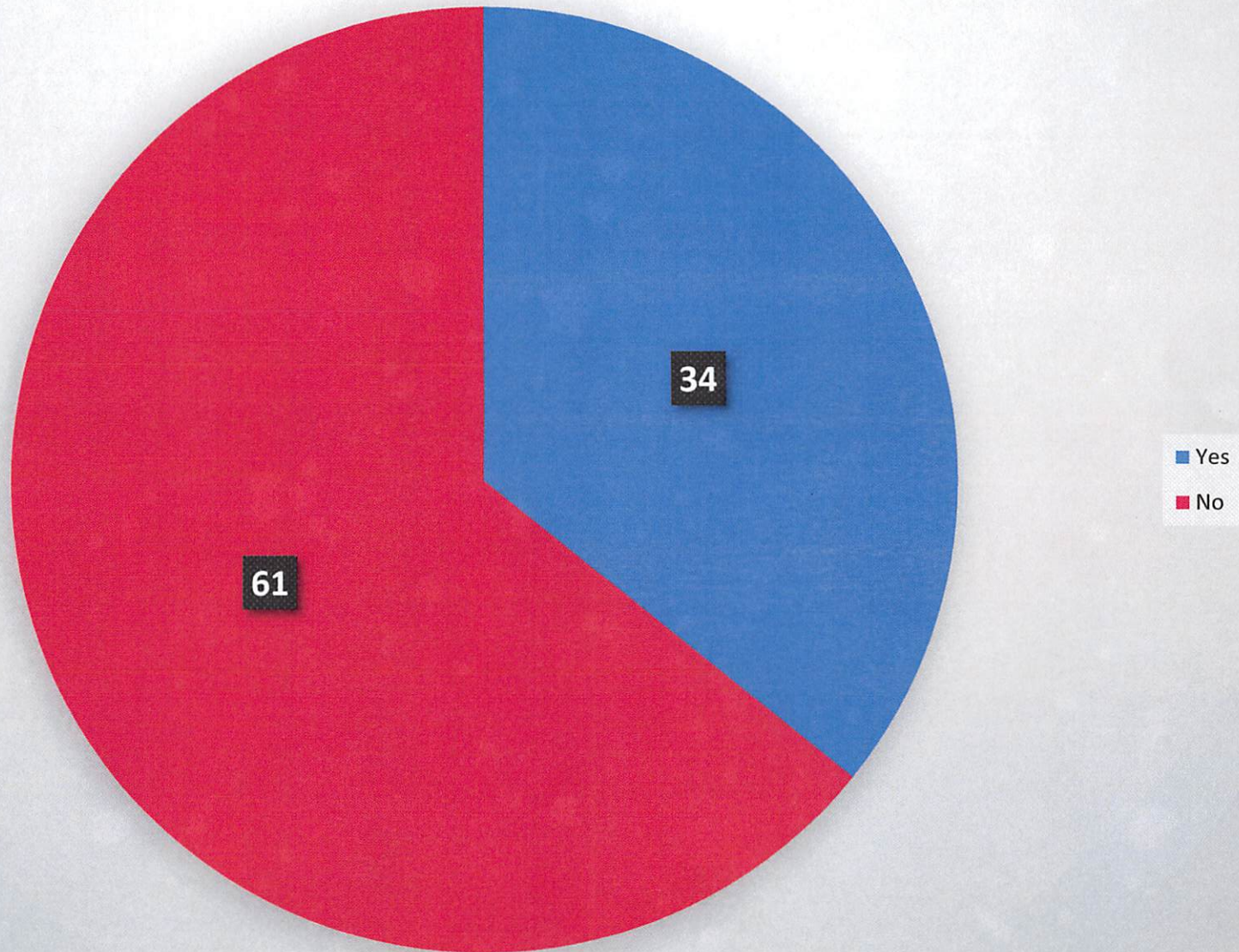
Strongly Agree	32
Somewhat Agree	1
Neither Agree or Disagree	1
Somewhat Disagree	0
Strongly Disagree	0
Skipped Question	61

The Department's Suggestion for Resolving the Complaint(s) was Reasonable

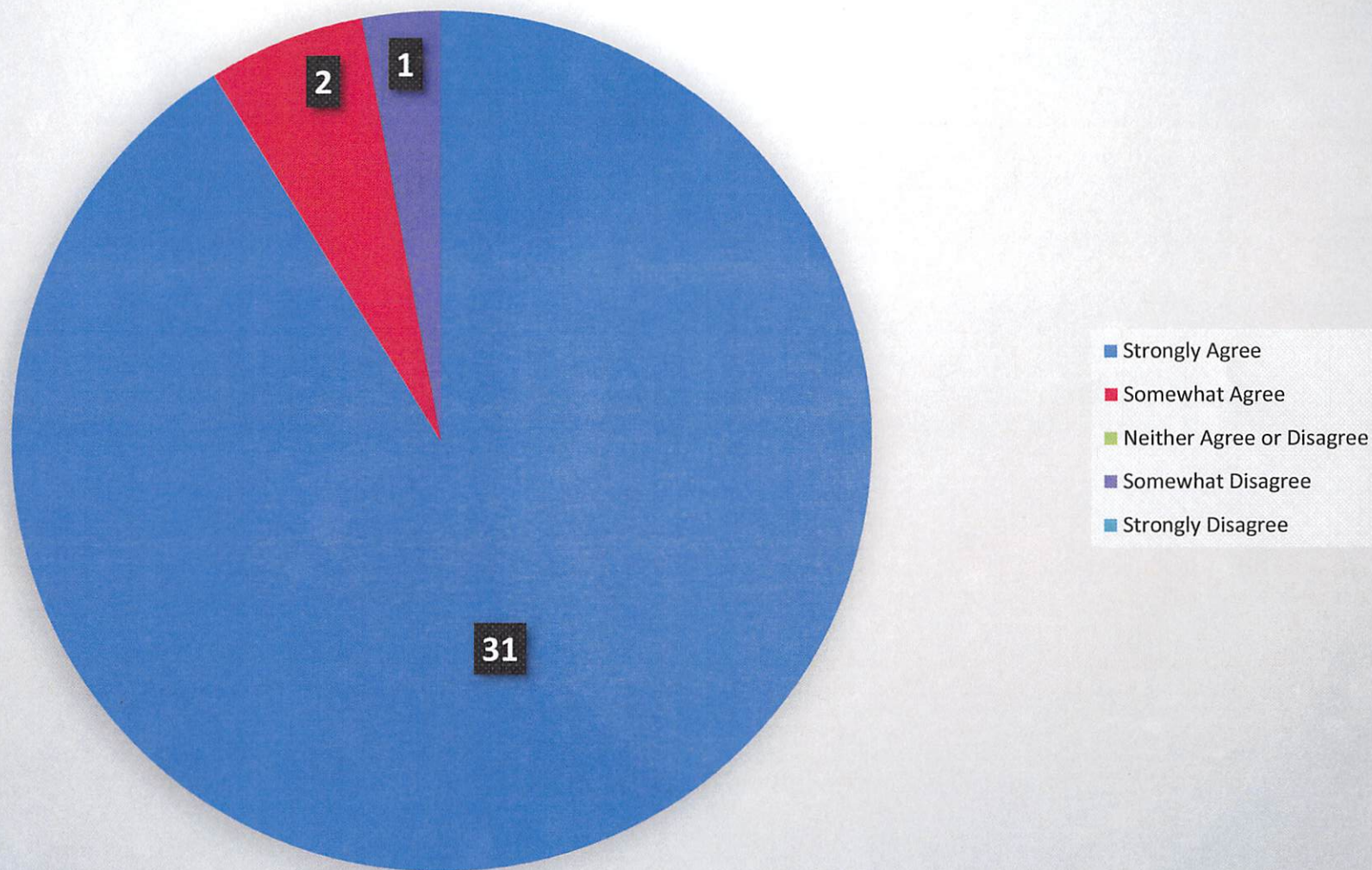
Customer Responses

Strongly Agree	31
Somewhat Agree	1
Neither Agree or Disagree	2
Somewhat Disagree	0
Strongly Disagree	0
Skipped Question	61

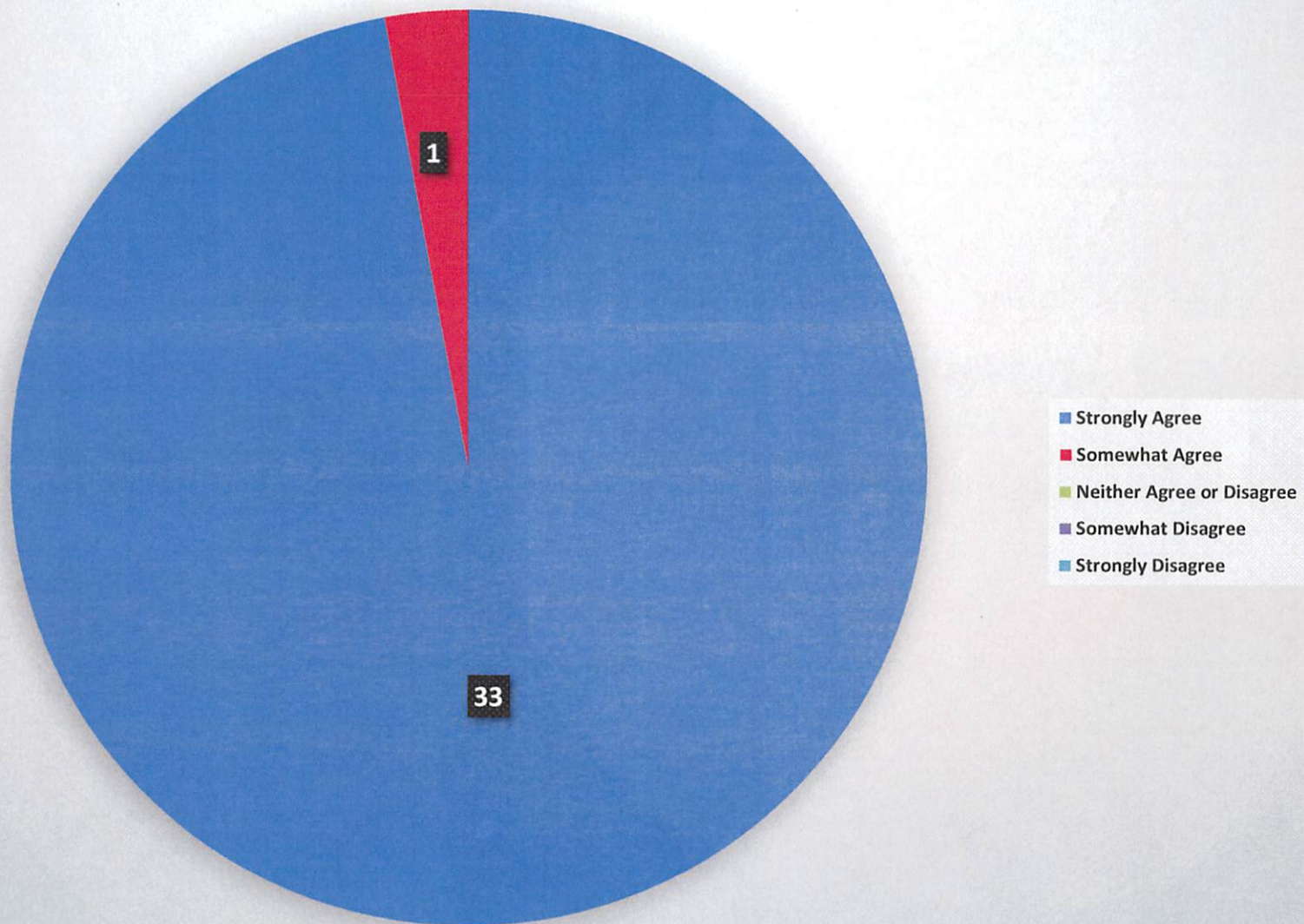
Have you Corresponded with the Department about a Member Complaint within the last 12 Months



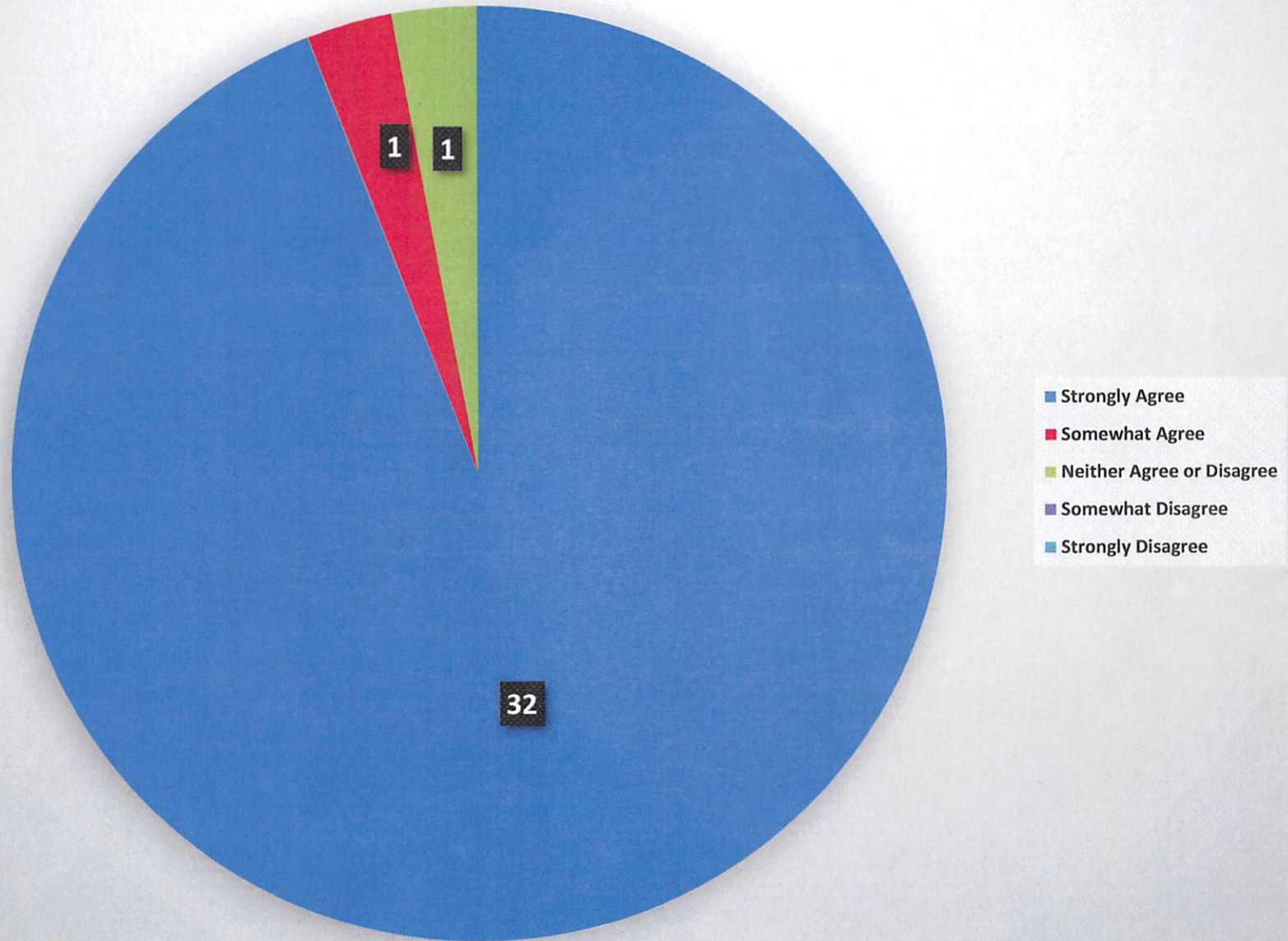
Request for Information were Reasonable



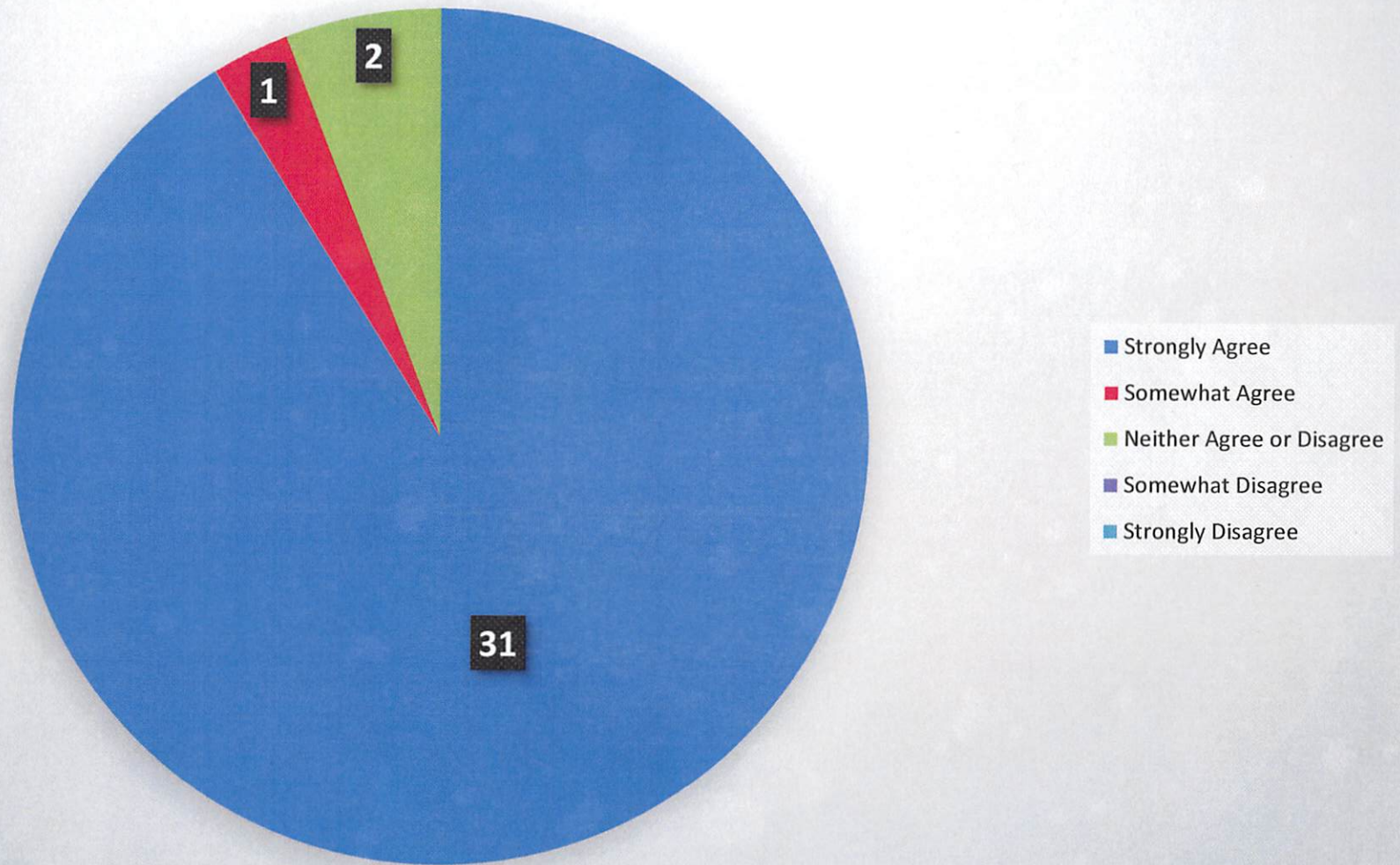
Complaint(s) are Handled in a Professional Manner by the Department



The Department's Conclusion(s) were Based on a Reasonable Interpretation of Applicable Law



The Department's Suggestion for Resolving for Complaint(s) was Reasonable



DEPARTMENT WEBSITE

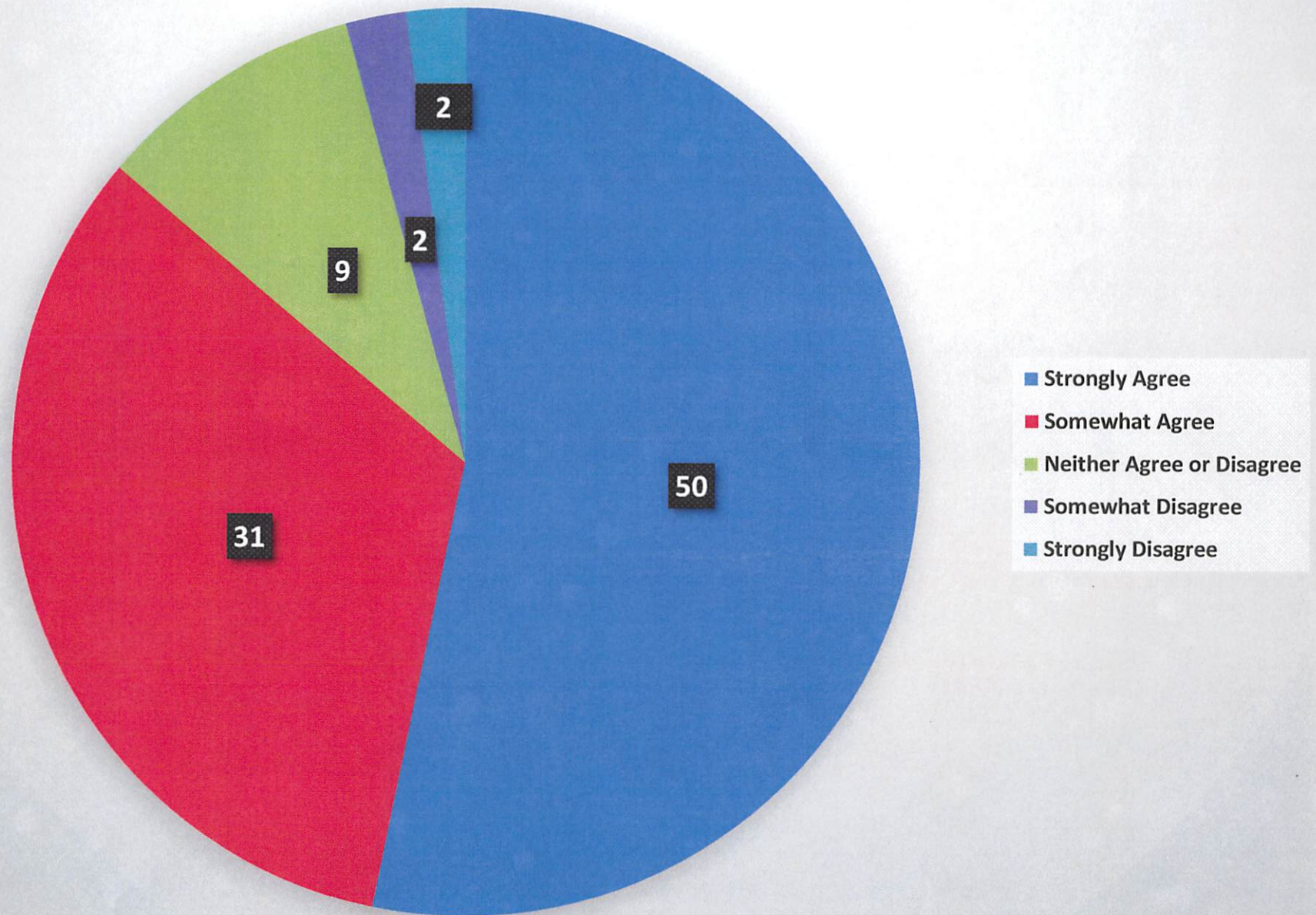
DEPARTMENT WEBSITE

The Department’s Website is Informative and Easy to Use

Customer Responses

Strongly Agree	50
Somewhat Agree	31
Neither Agree or Disagree	9
Somewhat Disagree	2
Strongly Disagree	2
Skipped Question	1

The Department's Website is Informative and Easy to Use



DEPARTMENT OFFICES

DEPARTMENT OFFICES

**The Atmosphere and Amenities of the Austin Office are
Conducive to Conducting Business with the Department**

Customer Responses

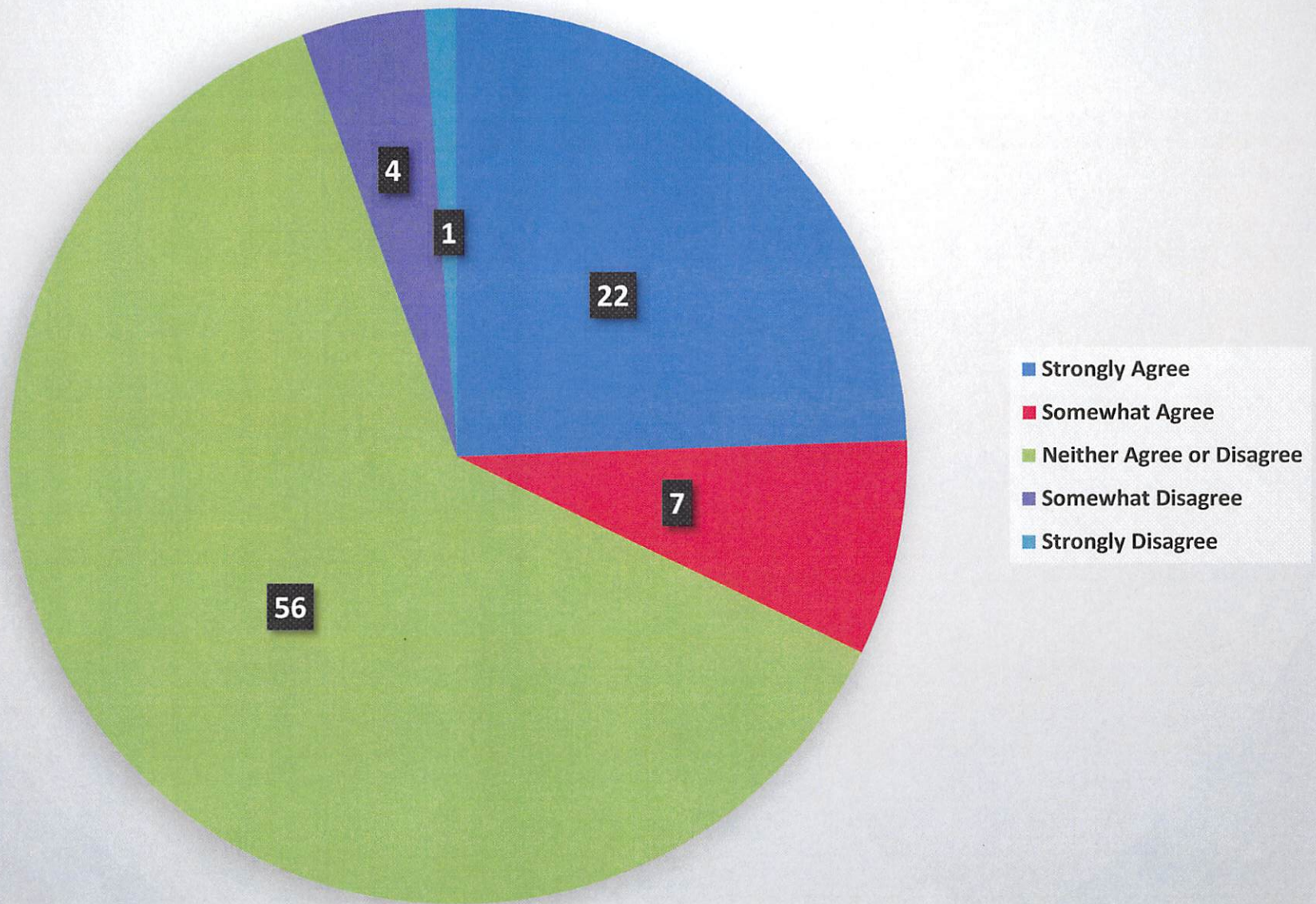
Strongly Agree	22
Somewhat Agree	7
Neither Agree or Disagree	56
Somewhat Disagree	4
Strongly Disagree	1
Skipped Question	5

Parking was Adequate and Easily Accessible

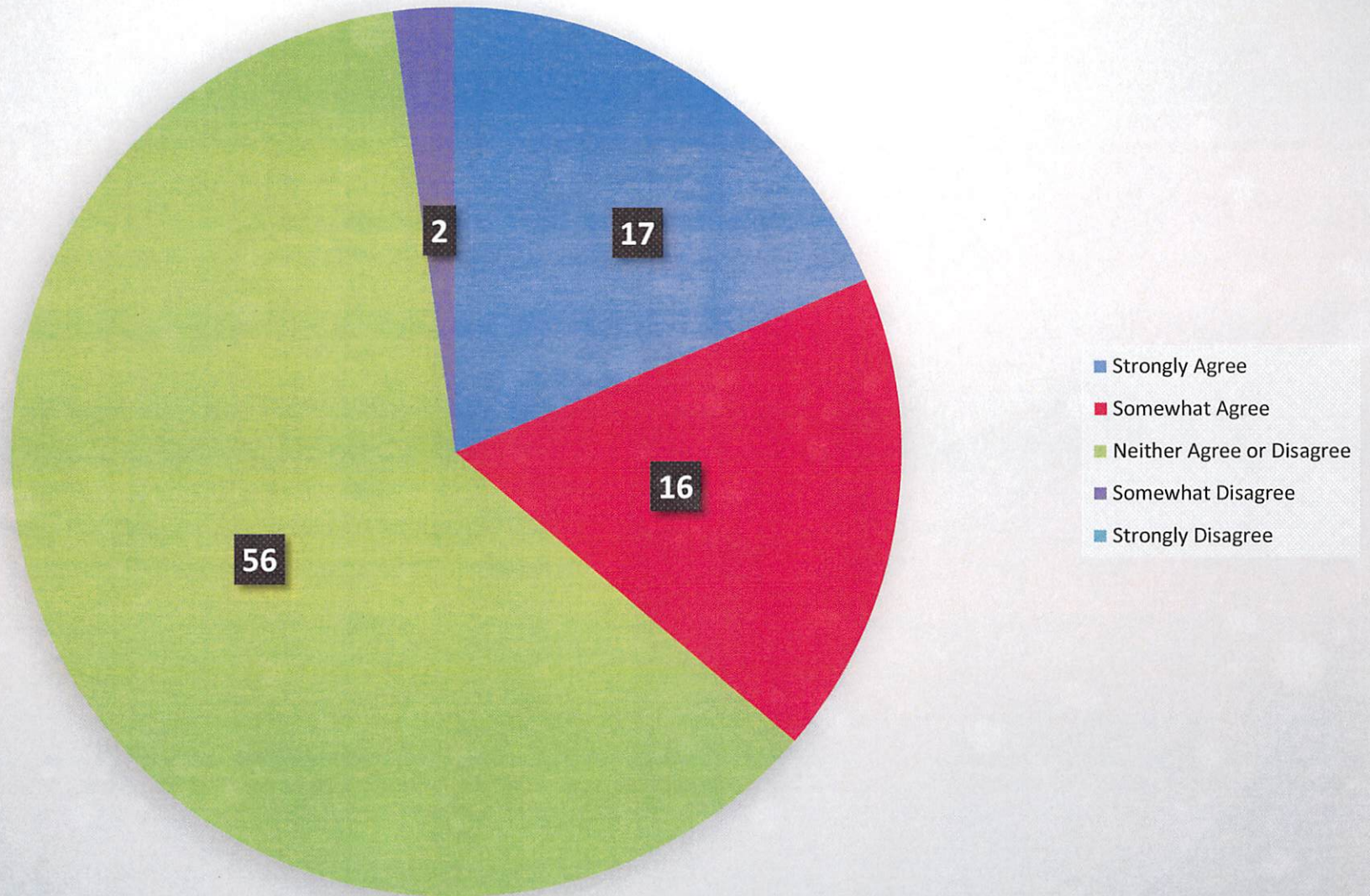
Customer Responses

Strongly Agree	17
Somewhat Agree	16
Neither Agree or Disagree	56
Somewhat Disagree	2
Strongly Disagree	0
Skipped Question	4

The Atmosphere and Amenities of the Austin Office are Conducive to Conducting Business with the Department



Parking was Adequate and Easily Accessible



LEVEL OF SATISFACTION

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Overall, the Department Provides my Credit Union with Quality Service

Customer Responses

Strongly Agree	78
Somewhat Agree	8
Neither Agree or Disagree	1
Somewhat Disagree	1
Strongly Disagree	3
Skipped Question	4

Overall, the Department Provides my Credit Union with Quality Service

